

POSITION DESCRIPTION

Rvsd 5/24/19

DOA-15302 (C07/2015) PREVIOUSLY OSER-DMRS-10 State of Wisconsin Department of Administration/Division of Personnel Management	1. Position No. 314650	2. <u>Cert</u> / Reclass Request No. 19-8125	3. Agency No. 566
4. NAME OF EMPLOYEE	5. DEPARTMENT, UNIT, WORK ADDRESS Wisconsin Department of Revenue Lottery Division Security and Operations Bureau Drawings Section 2135 Rimrock Road Madison, WI 53713		
6. CLASSIFICATION TITLE OF POSITION Lottery Services Specialist - Senior (50% PT)			
7. CLASS TITLE OPTION (to be filled out by Human Resources Office) Lottery Drawing Official	8. NAME AND CLASS OF FORMER INCUMBENT Antoinetta Hayes, Lottery Game & Drawing Specialist		
9. AGENCY WORKING TITLE OF POSITION	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Sydney E. Krieger, Lottery Services Specialist - Senior		
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR JonMichael Rasmus Lottery Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW?		
13. DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS?    Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM.			

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

SEE ATTACHED

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

- GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
- WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
- TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES	(Continue on attached sheets)
	SEE ATTACHED	

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION	
a. The supervision, direction, and review given to the work of this position is [ ] close [ ] limited [X] general.	
b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.	
Signature of first-line supervisor _____	Date _____
17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION	
I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.	
Signature of employee _____	Date _____
18. Signature of Human Resources Manager _____ Date _____	

POSITION SUMMARY (Line 14)

This position is located in the Lottery Drawings Section and is responsible for performing nightly lottery drawings in accordance with established lotto game drawing, accounting and auditing procedures. This includes reconciling the gaming vendor accounting system to the Lottery Internal Control (ICS) system and assuring that all drawings are completed according to Lottery policy, Multi-State Lottery (MUSL) rules and security requirements. The position is also responsible for the auditing of lotto unreadable tickets for 3,600 for profit retailers and for opening, logging and processing claims mail sent to the Lottery from players. This position requires knowledge of the International Game Technology (IGT) gaming system and retailer terminal operation, the Lottery ICS resident on a separate computer, Generally Accepted Auditing Standards (GAAS), Generally Accepted Accounting Principles (GAAP), Multi-State Lottery System rules, State statutes, and Lottery accounting policies.

This position is responsible for successful completion of the day's processing without which the Lottery could not begin the next day's business. The Lottery is dependent on ICS as an audit device to ensure the integrity of the Wisconsin Lottery. This position requires a very high level attention to detail. An operator error resulting in a system failure could have severe impact on retailers and players statewide and jeopardize the integrity of the Lottery. Wisconsin is a member of the Multi-State Lottery, a 21 state consortium that operates the Powerball game. An operator error or misjudgment while carrying out the processing for these games could result in severe impact on the other states, the integrity of the game, and delay reporting of game results to millions of players.

Scheduled Days and Hours: This position will work weekdays, weekends and holidays with various hours. The schedule will vary by days and hours depending on operational needs of the Bureau, development of new games and shifts to cover for vacation and standby days, which are required.

Work is performed independently under general supervision of the Drawings Supervisor.

TIME % GOALS AND WORKER ACTIVITIES (Line 15)

- 65% A. Performance and monitoring of recurring tasks related to lotto drawings which include four weekly multi-state drawings for MUSL and two weekly drawings for Megabucks. This includes providing feedback and assisting the supervisor with the development and maintenance of accounting and auditing procedures for drawings.
- A1. Ensure all drawings are completed according to Lottery policy, Wisconsin statutes, GAAP, GAAS, Multi-State Lottery (MUSL) rules and that all drawings are conducted with Lottery and MUSL security requirements to insure the integrity of the Lottery drawings.
  - A2. Develop and maintain accounting and auditing procedures for drawings.
  - A3. Perform and monitor recurring tasks related to drawings on scheduled evenings and other nights as back up.
  - A4. Monitor the IGT computer system and the Lottery Internal Control System (ICS) system to ensure that they balance before the Powerball, Mega Millions and Megabucks drawings, and further reconcile IGT and ICS transactions for all days in the draw. Resolve all exceptions before the drawing can take place and provide sales information to MUSL before the designated time.
  - A5. Resolve problems that occur to assure that all records balance and the MUSL drawing takes place. In the case of imbalance, research problems, contact and work with supervisor, Lottery security, IGT, MUSL and the ICS contractor until the problem is resolved.
  - A6. Develop accounting and auditing procedures for future games including jackpot and prize accounting, and determine jackpot amount and security issues.
  - A7. Research and analyze new accounting issues affecting lotto games and annuity purchases. Prepare reports as requested.
  - A8. Test new and revised game software. Prepare reports as requested (e.g. documenting workflow for game software).

- 15% B. Operation of Lottery Internal Control System (ICS).
- B1. Develop and audit balancing procedures; ensure that the gaming system processed all transactions properly. Monitor ICS output, check balances and distribute reports.
  - B2. Receive final MUSL fax for Powerball and Mega Millions winners, audit it to see if shares changed, and compare number of winners/shares for all other games and update shares if needed.
  - B3. Update the winning numbers and number of winners to database and on website.
  - B4. Coordinate, document and monitor ICS access from ICS contractor.
  - B5. Maintain an awareness of potential security risks during scheduled shift and report them to Supervisor and Security. Use personal judgment and authority to call police if needed.
- 10% C. Processing winner claims mail.
- C1. Develop and maintain the winner claims mail process for Lottery players.
  - C2. In accordance with Generally Accepted Auditing Standards (GAAS), develop the auditing program and procedures for auditing winner claims mail.
  - C3. Process and sort mail for winner payment.
- 5% D. Development and maintenance of lotto unreadable ticket audit process for retailer accounts.
- D1. Develop and maintain the unreadable ticket process for over 3,600 Lottery retailers.
  - D2. In accordance with Generally Accepted Auditing Standards (GAAS), develop the audit program and procedures for auditing retailer unreadable ticket envelopes.
  - D3. Assist with developing accounting materials for retailers and Lottery staff.
  - D4. Audit unreadable ticket credit requests and approve for payment.
  - D5. Resolve exceptions with affected retailers and IGT office. Recommend improvements in settlement procedures to improve compliance.
  - D6. Research and resolve unreadable ticket inquiries from retailers.
  - D7. Report issues and retailer training concerns via Customer Relations Management (CRM) software to Lottery staff.
- 5% E. Training staff, reviewing written policy and files completed by other co-workers.
- E1. Assist with development and maintenance of procedures to assure safeguarding of all lotto games.
  - E2. Maintain written procedures to be sure they are up-to-date and write new procedures.
  - E3. Resolve any problems that arise, and recommend changes in Lottery policies and procedures.
  - E4. Train any new staff on drawing procedures, processes and functions when assigned by Draw Supervisor.
  - E5. Develop training benchmarks for new employees and ensure they are current.
  - E6. Work on other projects as assigned.

#### KNOWLEDGES, SKILLS AND ABILITIES

1. Knowledge of general accounting and auditing principles.
2. Knowledge of sales balancing and reporting.
3. Computer skills.
4. Effective oral and written communication skills.
5. Time management skills.
6. Problem solving skills.
7. Research and analysis skills.
8. Ability to be detail-oriented.
9. Knowledge of the IGT gaming system and retailer terminal operation.
10. Knowledge of Lottery ICS.
11. Knowledge of Generally Accepted Auditing Standards (GAAS) and Generally Accepted Accounting Principles (GAAP).
12. Knowledge of Multi-State Lottery System rules.
13. Knowledge of State statutes.
14. Knowledge of Lottery accounting principles.
15. Ability to develop training plans and train other staff on work related tasks.
16. Ability to work with password-protected computer control systems.
17. Skill in developing and documenting workflow/business processes.